

Team Results

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	ACSI	70	82			
	Other survey					
EMPLOYEE SATISFACTION		4.01	4.03			
UNIT COST	Your Contribution		\$4.21		\$5.71	
	Other					

Contributions

Status

- Increase the number of FAFSA's filed electronically from 5 million last year to 6.5 million in FY02 with 55% via our web product. (Customer satisfaction, employee satisfaction, reduce unit cost)
- Process all paper and electronic FAFSA's with an average turnaround time of 6.5 days or less. (Customer satisfaction, reduce unit cost)
- Develop and deploy a re-engineered FAFSA on the Web product that includes Features our customers' want, based on an architecture that is compatible with Modernization objectives that is scalable. (Customer satisfaction, employee satisfaction, reduce unit cost)
- Publicity – build partnerships with Aid Awareness, CAMS, Build Knowledge. (Customer satisfaction, employee satisfaction, reduce unit cost)
- Self-promotion – promote in states and regions to benefit schools and employees – FAA web page up in March. (Customer satisfaction, employee satisfaction)